From: Evans, Nikki

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Subject: Donation Based Assistance Program in CC&B

Date: Monday, October 01, 2018 7:31:36 AM

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Hi Everyone!

The City of Raleigh would like to implement a Project Share, donation based customer assistance program and would like to know if anyone else has implemented a program like this and how certain items are handled within CC&B. I have listed a few specific questions below if anyone would be willing to share their input. Thanks for any assistance you can provide!

Project Share

- Types of donations
  - One-time, reoccurring charge or both
- Types of Letters/Emails sent to customers
  - Enrollment, Cancellation etc.
- Do you send a tax letter at the end of the calendar year with their contribution amount?
- Terms and Conditions

What are included in these?

- CC&B configuration
    - When these donations are paid on the enrolled customer's account are they transferred to a "Donation" account in CC&B and then dispersed from there to pay the accounts that need assistance?

Thank you,

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